

FIRST SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY
TO ALL GAS LOCAL DISTRIBUTION COMPANIES
D.T.E. 04-116

Respondent: Amy Smith

Information Request DTE-GAS 1-2

- Q. Please discuss any problems that your company has had in the calculation and measurement of the service quality performance measures and how the company dealt with them.
- A. The Company generally has no problems with the calculation and measurement of its performance. However, because much of the data is gathered by computer systems, to ensure the integrity of the data reported to the Department on an annual basis, the Company reviews its performance results each month. To the extent that these reviews reveal that data is being inappropriately included or excluded from a particular measure, the Company makes the necessary adjustments. These adjustments are then disclosed in the Company's annual compliance filings to the Department.